

John B. Troost, Member
LA County Commission on Disabilities

ASI Monthly Report for the Board Meeting held on March 7, 2016

Item 5.

Report from Ex-Officio Board Members: Chaplin Dov Cohen, Chair of the Citizens Advisory Committee (CAC) just announced that the CAC meeting was the following day and therefore he had very little to say. However he did report that there would be a second meeting just to discuss the bus free fare program. Linda Evans, Chair of the Transportation Professionals Advisory Committee (TPAC) also announced that the Committee discussed the bus free fare program.

Item 6.

Public Comment: We are hearing the same complaints from the same people. This month the complaints were mainly vehicle cleanliness, roaches, ants, etc. One of the riders went over her two minutes which constituted a shutdown of the microphones by the Counsel who sits with the Board, for going over the allotted time. Another person commented about taxi drivers being very inconsiderate and not wanting to assist in anyway. This person also commented that she had been left on several occasions because taxi drivers didn't want to take the time to load her groceries. Someone else also remarked about her standing rides were always running late.

Item 7.

The Consent Calendar only had one item which was to approve to extend the term and to increase the for the Cogent Communications contract. Cogent Communications provides Access Services with the Internet Services, this item was approved.

Item 8.

This item was mainly put on the agenda to get Board approval, to amend the Procurement Policies and Procedures of Access that needed updating. This is done so that the Agency standards will be designed to formalize the standards used for acquiring, awarding and administering contracts by using sound business practices, free competition and administrative organization and control.

Item 9.

There are a number real estate issues that are going on right now with Access Services. A) The City of Commerce Eligibility Center, the architectural drawings and construction costs are in the process of being finalized. B) Lancaster Eligibility Center, this site is sublet by Access through Southland Transit which is going to expire June 30th C) the El Monte Administrative Headquarters lease with METRO expires at the end of this year. With all of this taking place this year Ms. Verrinder and Mr. Jones, Access' General Counsel, have asked Ex-Novo, a respected Interior Planning and Designing firm for their services. It is hoped that with the assistance of Ex-Novo that a solution about moving the Headquarters can be made. It was also mentioned using small areas (Neighborhood Satellites) in or near medical services to reach out to people that may not know about Access Services and completing the evaluation process there instead of using a centralized center. This was an informational item only.

Item 10.

An update on the transition of Customer Service, Sherry Kelley was to present this item, but she was involved in a train the trainer session at Alta in Orange County so Steve Chang took over for her in her absence. He went over the timeline, and indicated that the transition should be completed by mid-October. Ms. Kelley will be the Project Leader of the transition and will manage the key performance indicators during this transition and will monitor each phase before completion. This was an informational item only.

Item 11.

This item was a discussion item on vehicle operator recruitment, retention, quality and performance. Access has received feedback from its transportation service contractors that market forces including but not limited to: economy recovery, alternative employment opportunities (Uber and Lyft), the Affordable Care Act, Living Wage ordinances, as well as the minimum wage laws are just some of the factors negatively impacting vehicle operator recruitment, retention, quality and performance.

The only transit contractors that are effected are Global Paratransit, that provides my service in the Southern Region, California Transit, the West Central Region which covers the downtown area which also covers West LA (LAX) area and the West Hollywood and Santa Monica areas and MV Transportation, the Northern Region which I believe covers the north western parts of the San Fernando Valley. Apparently, some of the Cities in

those areas have adopted higher minimum wage standards that effect Access' recruitment campaign. This also effects the retention of drivers because of the lack of wage enhancement. This also was an informational item.

Item 12.

Mr. Jewell gave us a list of possible agenda items for the next three months, which I had copied for the members of the Commission and it should be in front of you. The only comment was from Vice Chair Deloris Nason, she wondered why the Board Meetings were being divided between the METRO Board Room and Access Services headquarters in El Monte. We were told that the METRO Board Room wasn't always available.

Item 13.

The Finance Director, Mr. Rodriguez said there will be a budget surplus that is being attributed to the additional funds that were budgeted for the implementation of Beyond the Curb (Reasonable Modification) and the potential implementation of Dynamic Fare. However, there are a multitude of projects that will have an impact on the financial picture this year, as well as in future fiscal years.

Item 14.

Mr. Torales, Special Projects Administrator gave a quick rundown on Metro's Review of Access Services. Out of 13 findings, which resulted in 12 recommendations 9 recommendations have been closed so far.

In the Executive Directors Report, Shelly Verrinder said that KNX Radio was starting to air METRO PSA's that dealt with Access Services so we should all listen. She also mentioned that the Rider 360 App was debuting on March 7th so now people that have registered their smart phone will notify the rider of the location and exact time of the vehicle pickup.

During the Directors announcements I thanked President Benavides attending the meeting. This past Friday I received a framed poster which speaks about our efforts in defeating the Dynamic Fare proposal. I have brought it today to be on display, I hope Staff will agree to keep it and hang it in their office downstairs for everyone to enjoy.